

I believe it is deplorable that companies and organisations, with whom the public wishes to communicate with, can profit from the use of their 0870 telephone numbers and it becomes a real money making racket when all these companies and organisations now seem to keep you on hold for ages before one can actually speak to them.

The 0870 system actually encourages companies to keep a person on hold because it is a means of maximising their earning capability. It is also immoral that BT and other companies can also make money for their participation in the process

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